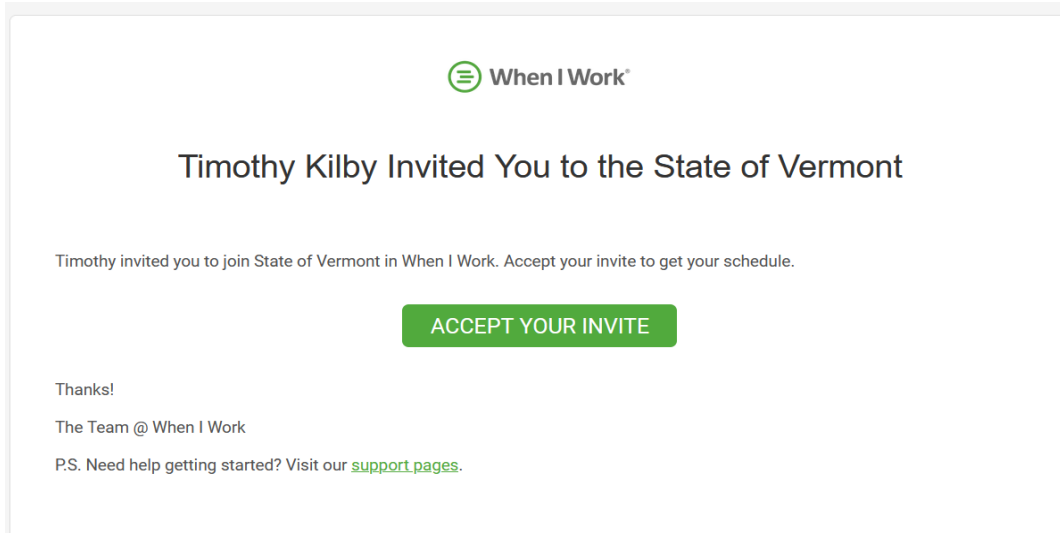# Getting Started with When I Work

Initial invite:

You will receive an email from noreply@wheniwork.com. Click the "Accept Your Invite" button to start setting up your profile. There is also an app that can be downloaded to your iPhone and Android phones. Please note WIW is used to abbreviate When I Work.

Setting up password:

Upon clicking "Accept Your Invite" you will be taken to a new webpage and asked to set your password for your account.

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Profile setup:

Once you set your password you will be taken to your profile page. Here you can set your alert preferences. It defaults to email alerts and you can add mobile alerts if you are using the app on your phone. Once you have made any changes click the "Save" button at the top of each box.

My Profile CHANGE PASSWORD SAVE

UPLOAD PICTURE

PRIVACY
When on, your coworkers will not be able to see your phone number or email.

FIRST NAME*
TC

LAST NAME*
Kilby

EMAIL ADDRESS*
tckilby76@gmail.com

MOBILE NUMBER
(802) 370-6110

SLEEP PREFERENCES - DO NOT DISTURB TIME.
11:00PM   to   5:00AM

TIMEZONE
(GMT-5) Eastern Time (US & Canada) - State of Vermont

PREFERRED HOURS - # OF HOURS PREFERRED PER WEEK.
0

Alert Preferences SAVE

	EMAIL	MOBILE
Time-Off Requests	☑	☐
Swap / Drop Requests	☑	☐
Schedule Updates	☑	☐
Workplace Alerts	☑	☑
Shift Reminders 2 hours before shift start	☑	☐

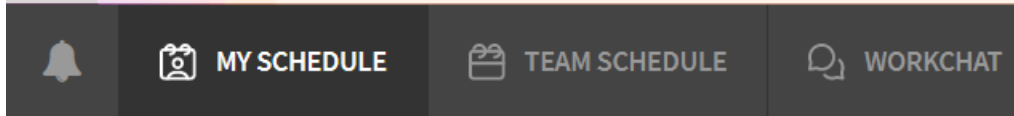Mobile reminders aren't guaranteed. Delay in carrier delivery is possible.

Now your profile and password are set you can start using When I work.

Getting Started with When I Work
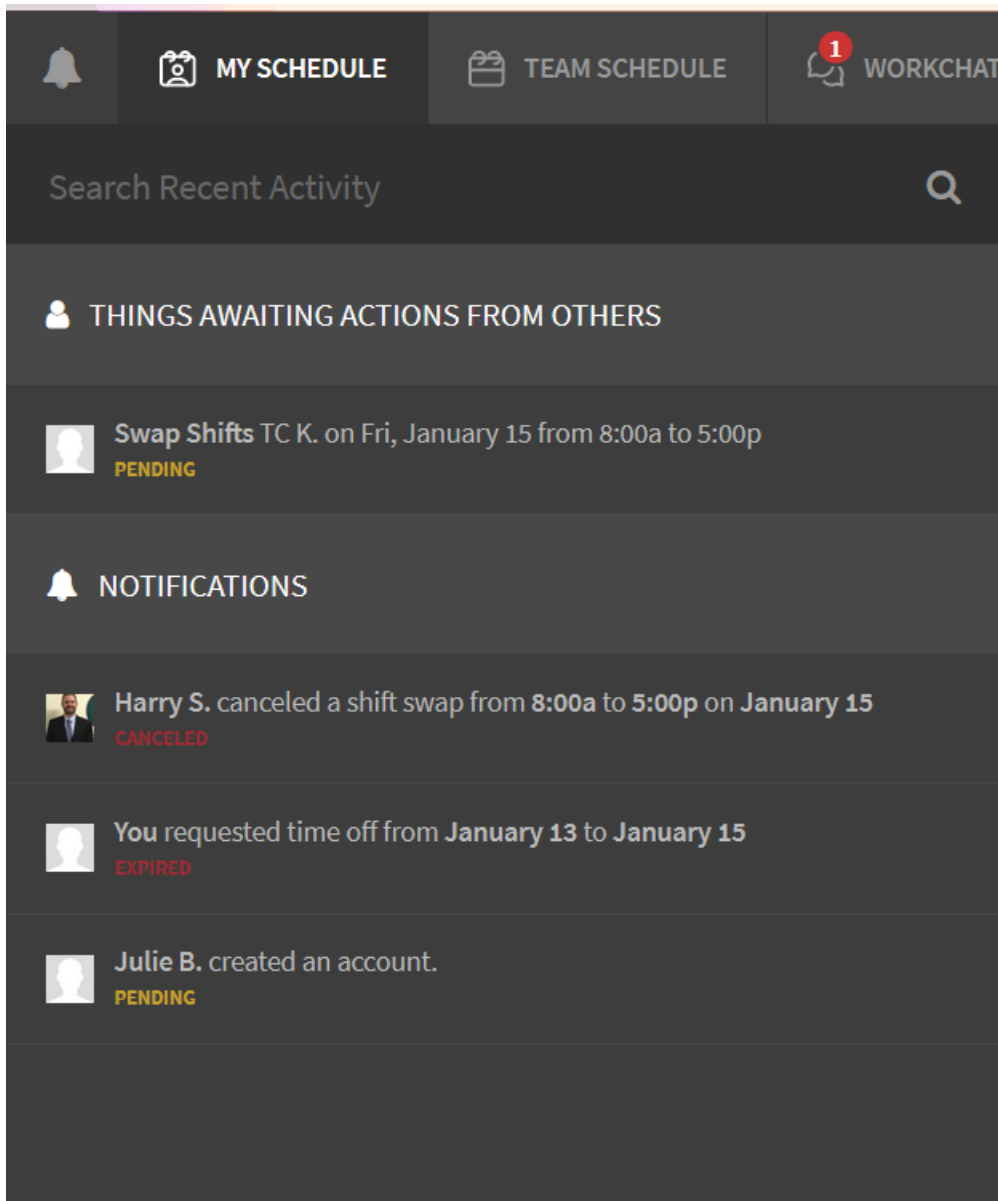
Checking out When I Work (WIW):

At the top of the pages in WIW is a dark colored bar with multiple options to click on.

On the left side:

Notifications:

Bell shaped icon, if you click on it a side bar opens showing any notifications applicable to you.

Getting Started with When I Work

My Schedule:

When you click this will take you to a page showing your schedule for a two-week period at the top of the screen. This calendar shows the date, hours, and location you are scheduled for. It also shows if there are any open shifts available. If you click on one of your scheduled shifts you will get a popup showing the details and a small google map.

Request A Shift:

The bottom half of the page shows available shifts for your position and locations you are assigned to. You can hover on any available shift and two buttons will appear, "Take Shift" and "Info".

If you click "info" you will get a popup showing details on the shift and a Google map of the location. At the bottom of the popup the "take shift" button is available. Whether you click the take shift button on the Available shifts page or in the popup you will get a new popup, "Take open shift". This popup reminds you that if you take the shift you are responsible for covering it. You can click "Cancel" or "take open shift".

Once you request a shift, a notification will be sent to the Scheduling Team, who will then approve or deny your request. Your request may be denied if multiple people request the same shift. The Scheduling Team makes every effort to spread shifts between the staffing pool in an equitable way.

If your shift request is approved, you will receive a notification and the shift will appear on your calendar.

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Confirm A Shift:

If your shift request is approved, you will need to confirm your shift. This will appear on your 'my schedule' tab and will be a gold-highlighted shift. The option to 'confirm shift' will also be in gold at the top center of your calendar. Please make sure to confirm all shifts, otherwise the Scheduling Team will reach out to you to ask you to confirm. Any unconfirmed shifts may be removed from your calendar and reassigned in the days leading up to the shift.

Drop A Shift:

More than 72 hours in advance

If you are no longer able to work a shift that is more than 72 hours away on your calendar, you will have two options: release or drop. You must select 'release shift' for the shift to be removed from your calendar and returned to an open shift. If you select 'drop shift' it will remain on your calendar, and you will be responsible for this shift until someone else picks it up.

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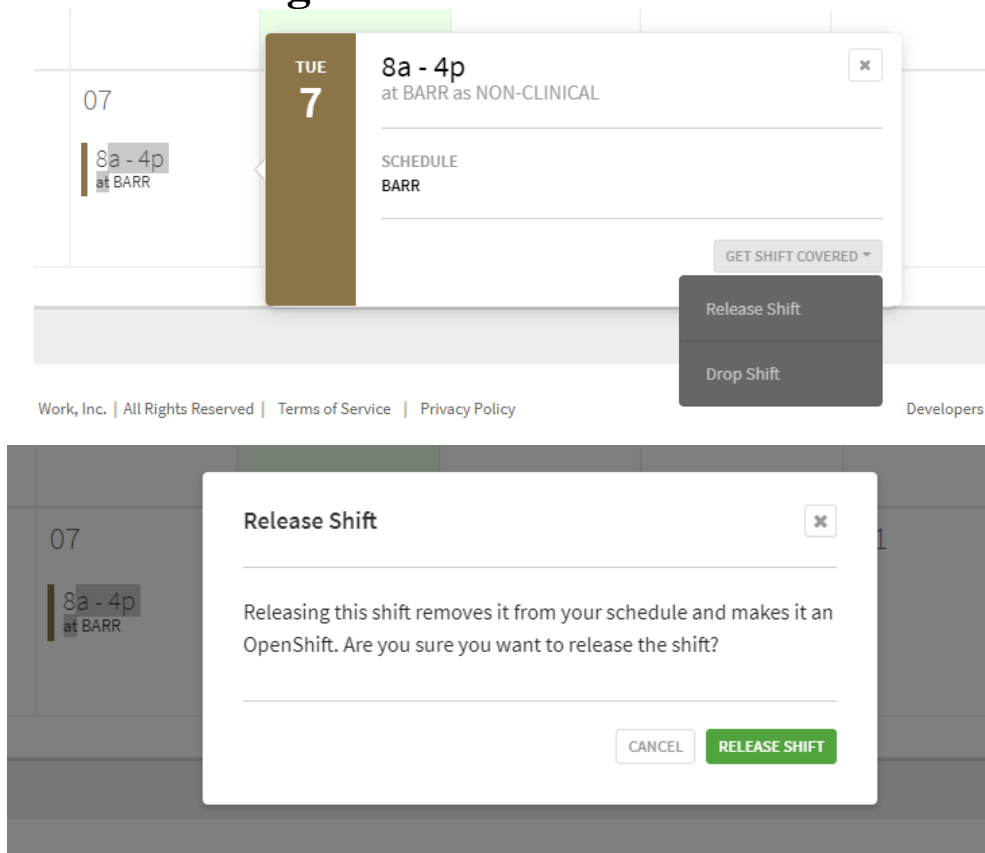
Less than 72 hours in advance

WIW will not let you release or drop a shift that is less than 72 hours in advance. If you need to cancel a shift within the time window, please email AHS.VDHHOCScheduling@vermont.gov as soon as possible so we can remove the shift from your calendar and find someone else to fill it.

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Team schedule:

This page shows the schedule for the team(s) you are assigned too. On the left side is filter options for checking the team schedules; Schedule allows you to choose with POD schedule you want to view. If you are only assigned to one POD then there will be no other options. You can adjust shift colors by Shift, Position, or job site. You can filter to view only certain positions or by Tags (if there are any assigned).

Top right you can change the calendar to view by day, week, two weeks and the time period.
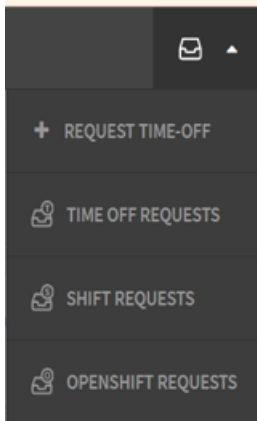
Getting Started with When I Work

Right side of screen buttons:
Requests, Coworkers, Documents, and your account options drop down.
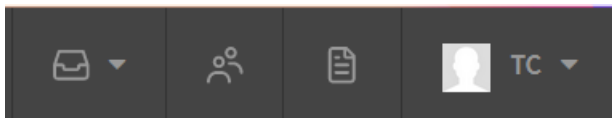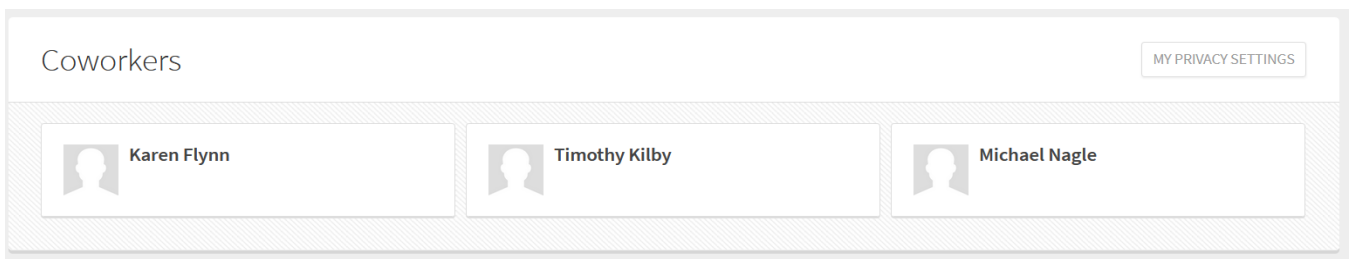
Requests:
The first button is a drop down for making time off requests and seeing shift requests in the system.

Coworkers:
Clicking on this brings you to a page showing your coworkers in WIW. These are the people assigned to the same POD(s) as you.

Documents:
When you click on this icon it will bring you to a page showing the documents that have been uploaded to WIW. Employees can view any document uploaded but only supervisors or managers can upload documents
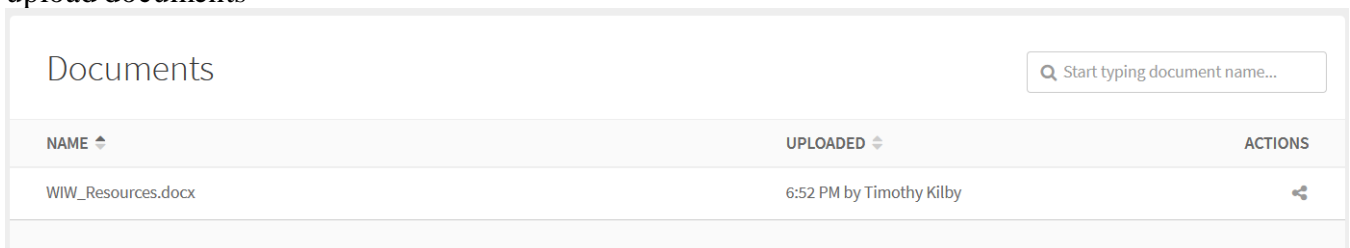
Getting Started with When I Work

Your account options:

When you hover over this you will get a drop down showing several options. You can go to your profile and alerts (page 2), schedule (page 4), availability (next page) or logout.
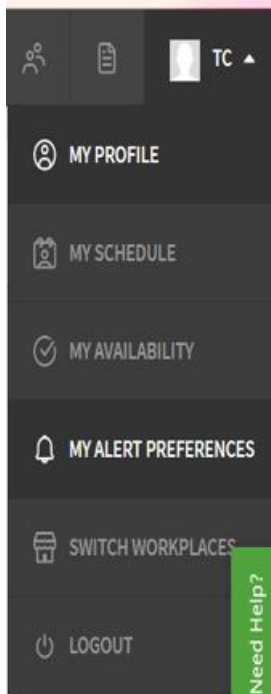
Help button:

This is located at the bottom of the page and as a green tab on the right side of webpage, "NEED HELP?". When you click on this it will open a new webpage. On this page near the top is a search bar to search through their articles and farther down they have "Featured Articles" and some general topic areas you can select.